LOS ANGELES COUNTY SHERIFF'S DEPARTMENT

REQUEST FOR INFORMATION
FOR

DIGITAL EVIDENCE MANAGEMENT SYSTEM (DEMS)

RFI NUMBER 548-SH

April 2014

TABLE OF CONTENTS

1.0   __INTRODUCTION__

1.1. The County of Los Angeles encompasses an area of 4,752 square miles with a population of 9,818,605 residents (Wikipedia.com). The Los Angeles County Sheriff's Department (LASD) provides primary law enforcement services for more than 2.6 million of these residents, spread over an area of approximately 3,154 square miles. The LASD is the largest law enforcement department in the world, with nearly 19,000 sworn and professional member staff, 23 patrol stations that respond yearly to more than 500,000 calls for service, 8 custody facilities with a daily inmate population averaging more than 19,000, and 39 court buildings with more than 384 courtrooms. The LASD also provides emergency tactical response, specialized detective support, crime lab services and mutual aid for many of the smaller cities within the County.

The LASD processes approximately 850,000 pieces of evidence annually and provide property and evidence services to itself as well as evidence related services to over 200 local, state and federal law enforcement agencies.

LASD is seeking information from vendors that can provide an operationally proven, commercial-off-the-shelf (COTS) software solution for a Digital Evidence Management System (DEMS). The system must be capable of storing and retrieving digital evidence of multiple mediums (e.g., video, audio, photographs, scanned images) and file formats (e.g., .WMV, .BMP, .JPG, TIFF, GIF), including proprietary formats, as well as interfacing with existing LASD systems containing DE (but non-evidence as well), among other required functionality as identified in Section 2.0 (System Overview and Requirements) below.

As a result of recent trends relative to digital media, LASD, as with most Law Enforcement agencies, struggle to manage the growth and diversity of digital evidence. Digital evidence includes such medium as:
- Photographs
- Video recordings
- Audio recordings
- Closed Caption Television (CCTV) video
- 9-1-1 audio recordings
- Emails and texting
- Inmate telephone audio recordings
- In-car video

- Data seized from private and/or business computers, cell phones and other electronic devices
- Evidence resulting from public access such as Facebook, Twitter, chat rooms, etc.
- DNA and other forensic result reports
- Scanned documents and other images

1.2 As an initial step in the procurement process, this Request for Information (RFI) has been prepared to assist LASD in fully understanding DEMS-related software functionality currently available in the marketplace.

Vendors of interest are those who can identify potential solutions, and are capable of delivering a turnkey system solution and providing ongoing support as part of a maintenance agreement.

1.3 LASD will review the response(s) to this RFI which may subsequently lead to further research and exploration of the marketplace. Information received in response to this RFI may be used in the preparation of a Request for Proposal (RFP), an Invitation for Bid (IFB), or another County solicitation method for acquiring a DEMS solution with supporting services.

1.4 Vendors who wish to just furnish information about a product or system that they have knowledge of may formally do so in writing. Vendors who wish to offer a product for sale are requested to submit relevant information as outlined in Section 3.0 (Information Requested) below.

2.0 <u>SYSTEM OVERVIEW AND REQUIREMENTS</u>

2.1. LASD is looking for a Digital Evidence Management System (DEMS) that will be the primary keeper of digital evidence within LASD, be interfaced with several existing legacy LASD systems containing digital evidence, and be accessible to multiple County departments including District Attorney and law enforcement agencies in Southern California using standard web browsers (Microsoft Internet Explorer, Google Chrome etc.).

For LASD and other County Department system users, application authentication should be validated through Microsoft's Active Directory.

2.2. LASD prefers a COTS system that meets all the high-level requirements identified in this RFI, either in the vendor's current application release or in a future release (no longer than 18 months from this RFI). LASD may consider DEMS vendor solutions that are a combination COTS and custom application development, but the additional development should not preclude LASD in taking advantage of new application functionality in future releases.

2.3. The solution being considered should be capable of:

2.3.1. Storing Digital Evidence (DE) in multiple file formats, either in standard proprietary media;

2.3.2. Retrieving/playing back DE from multiple file formats, either in standard or proprietary media;

2.3.3. Enhancing file images when required;

2.3.4. Maintaining historical tracking of all transactions and providing audit logging reports;

2.3.5. Maintaining evidence integrity. That is, the solution should certify that the DE remains unchanged throughout the tracking process;

2.3.6. Being in compliance with Global Federated Identity and Privilege Management (GFIPM) application development, California State, and County Law Enforcement Evidence system standards;

2.3.7. Encrypting files in accordance with Encryption Standard 256 (AES256);

2.3.8. Synchronizing separate video and audio files of the same evidence;

2.3.9. Querying DE records based on user-defined criteria;

2.3.10. Documenting in the DEMS solution activities in the DE record as notes, with automatic date/time and system user 'stamps' (Metadata);

2.3.11. Uniquely identifying and tracking each DE item with a sequential identification tracking number, and link each DE item to a Case Number;

2.3.12. Uploading DE directly into the DEMS solution;

2.3.13. Running in a virtual (VMware) environment;

2.3.14. Handling at minimum 1,000 concurrent users at any one time without any system performance degradation ;

2.3.15. Uploading DE in batch mode;

2.3.16. Interfacing real-time with existing LASD applications (bi-directional) containing DE;

2.3.17. Duplicating DE file for editing purposes, keeping the original DE file intact;

2.3.18. Being able to detect DE alteration from original point of DE capture at the time of upload;

2.3.19. Permanently deleting DE file from system when required;

2.3.20. Creating a hypertext weblink for other LASD applications;

2.3.21. Storing a hypertext weblink for pointing to DE stored on other LASD applications;

2.3.22. Sending SMTP email alerts to Investigating personnel if DE is copied and modified;

2.3.23. Auditing at the DE file level including information such as system user, date and time stamp, user action, and workstation identifier;

2.3.24. Auditing system activities, at the DEMS user-level, over a specified date range;

2.3.25. Archiving DE files to a archiving storage system;

2.3.26. Allowing LASD system administrator(s) to make security permission changes at the security group and system user levels;

2.3.27. Allowing multiple 'time markings' in video and audio DE files, indicating important evidence occurrences;

2.3.28. Accommodating multiple level training methods, including hands-on, classroom and web-based training.

3.0 <u>INFORMATION REQUESTED</u>

Commercial vendors who may have an interest in providing a solution for this DEMS are requested to submit relevant information about their COTS solution. A point of contact for each respondent should be provided including name, address, phone number and E-mail address. Responses should contain the following information as appropriate:

3.1 <u>Description of the system functionality</u>

Provide documentation that is descriptive of the functions supported by the system, with a focus on the specific functional areas identified in this document for DEMS in Section 2.0 (System Overview and Requirements) above. Existing product literature and prepared marketing materials may also be included and is encouraged. However, this information is typically less useful than more detailed user and technical documentation. An onsite follow-up demonstration of your proposed system may be requested by LASD.

3.2 <u>Description of the technical architecture</u>

Provide information about the overall system architecture including, as applicable, the following items:

3.2.1 Hardware requirements, including virtualization options;
3.2.2 Operating system/software environment;
3.2.3 Network requirements and protocols;
3.2.4 Database environment and storage requirements;
3.2.5 Description of the installation process;
3.2.6 Description of security and system audit features;
3.2.7 Capability to configure and customize the application;
3.2.8 Application scalability;
3.2.9 Reporting tools;
3.2.10 Middleware and other 3rd party software tools.

3.3   Description of product support and maintenance

Explain or comment on the following:

3.3.1   System Manuals;
3.3.2   On-line documentation and/or help;
3.3.3   On-site and off-site training;
3.3.4   Help desk operations including staffing and hours of availability;
3.3.5   Frequency of software upgrades and their acquisition delivery;
3.3.6   User feedback procedures.

3.4   Estimated costs

Any costs estimated for the purpose of this RFI are considered for research purposes only, and are non-binding to either the respondent or County of Los Angeles.

This document being an RFI, costs can be an estimation, but only in general as it applies to a typical standard COTS solution with, as appropriate, additional application development to meet the requirements in this RFI. As this is not an RFP or IFB, specific LASD environment information cannot be made available to the respondent. Consequently, a complete COTS solution with possible application development's cost estimate will need to be general, and take into consideration the following areas that may or may not be quantifiable:

a.   COTS cost;
b.   Additional application development cost;
c.   Recommended hardware specifications and cost;
d.   Non-recurring hardware and software licensing cost (if applicable);
e.   Implementation cost;
f.   Training costs;
g.   Ongoing maintenance support costs.

3.5   Corporate Information and References

The following information about the respondent vendor to this RFI is requested:

a.   Corporate or company name and headquarters' address;
b.   Address/other contact information of nearest corporate or company

office to downtown Los Angeles, California;

c. Number of years in business;
d. Description of business need and/or fit gap product solution solved;
e. List of at least Ten(10) law enforcement agencies (name, address, contact person and telephone or email) that have deployed the vendor's solution within the last two years, with at minimum Five (5) law enforcement agencies within California;
f. Size of law enforcement customer base (number of agencies and number of vendor solution's system users).
g. High level system documentation identifying existing deployment of vendor solution at customer site(s).

4.0 RESPONSE METHOD and TIME FRAME

4.1 Responses and questions regarding this Request for Information (RFI) should be addressed to:

Los Angeles County Sheriff's Department
Data Systems Bureau (DSB)
12440 East Imperial Highway, 400-E
Norwalk, California 90650
Attention: Mr. Stuart Suede

Phone: (562) 345-1018
E-mail: ssuede@lasd.org

4.2 Response to this RFI must be submitted to LASD at the address above by 3:00 pm (Pacific Standard Time) on JUNE16, 2014. If your firm does not respond to this RFI on or before JUNE 16 2014, LASD will presume your firm either does not meet the requirement outlined herein, or is not interested in responding to this RFI.

4.3 The Sheriff's Department encourages all potential vendors to submit their response consistent with the content and instructions provided in Section 3.0 (Information Requested). Vendors shall respond with an original plus two (2) hard copies, and 2 compact discs of same. **Email responses are not acceptable.**

4.4 All respondents to this RFI will be placed on a priority recipient list for a possible future solicitation (RFP or IFB) by the LASD. Failure to respond to this RFI will not disqualify any firm from being considered in future solicitations (RFP or IFB).

5.0 OTHER INFORMATION:

5.1 Responses to this RFI shall become the exclusive property of the County. Respondents should be aware that the information provided will be analyzed and may appear in various reports and/or requests, with the exception of those parts of each submission which meet the definition of "Trade Secret" and are plainly marked as "Trade Secret" or "Proprietary".

5.2 The County shall not, in any way, be liable or responsible for the disclosure of any such record, or any parts thereof, if disclosure is required or permitted under California Public Records Act or otherwise by law. A blanket statement of confidentiality or the marking of each page of the submission as confidential shall not be deemed sufficient notice of exception. Respondents must specifically label only those provisions of the submission which are "Trade Secrets" or "Proprietary" in nature.

5.3 The County will review the responses to this RFI which may subsequently lead to further investigation. This is a request for information ONLY; this is not a solicitation. Information received in response to this RFI may be used in the preparation of a Request for Proposals (RFP), an Invitation for Bids (IFB), or another County method for solicitation of services. Respondents to this RFI will be notified by the County of Los Angeles of a future solicitation.

5.4 Respondents to this RFI may be invited by the County to provide a non-competitive presentation of their products, for only those products which relate directly to the subject and intent of this RFI. The presentation is intended for information gathering purposes only. Such presentation should not exceed two (2) hours in length.

Appendix A
DEMS FUNCTIONAL REQUIREMENTS CHECKLIST

The following functional requirements represent high-level functions required of any future DEMS solution. They are not intended to be comprehensive, and shall only be construed within the framework of the County's research under this RFI.

#	FUNCTIONAL REQUIREMENT	Yes	No	Comments
1	Is your DEMS solution capable of storing DE in multiple file formats, either in standard or proprietary media?			
2	Is your DEMS solution capable of retrieving/playing back DE from multiple file formats, either in standard or proprietary media?			
3	Is your DEMS solution capable of enhancing file images?			
4	Is your DEMS solution capable of maintaining historical tracking of all transactions and provide audit log reports?			
5	Is your DEMS solution capable of maintaining evidence integrity (certify that the DE remains unchanged throughout the tracking process)?			
6	Is your DEMS solution Global Federated Identity and Privilege Management (GFIPM) compliant as well as California State, and County Law Enforcement Evidence system standards?			
7	Is your DEMS solution capable of encrypting files in accordance with Encryption Standard 256 (AES256)?			
8	Is your DEMS solution capable of synchronizing separate video and audio files of the same evidence?			
9	Is your DEMS solution capable of querying DE records based on user-defined criteria?			
10	Is your DEMS solution capable of documenting activities in the DE record as notes, with automatic date/time and system user 'stamps'?			
11	Is your DEMS solution capable of uniquely identifying and tracking each DE item record with a sequential identification number, and link each DE record to a Case Number?			

#	FUNCTIONAL REQUIREMENT	Yes	No	Comments
12	Is your DEMS solution capable of uploading DE directly into the DEMS solution?			
13	Is your DEMS solution capable of running in a virtual (VMware) environment?			
14	Is your DEMS solution capable of handling at minimum 1,000 concurrent users at any one time without any system performance degradation?			
15	Is your DEMS solution capable of uploading DE in batch mode?			
16	Is your DEMS solution capable of interfacing real-time (bi-directional) with existing LASD applications containing DE?			
17	Is your DEMS solution capable of duplicating DE files for editing purposes, keeping the original DE file intact?			
18	Is your DEMS solution able to detect DE alteration from original point of DE capture at the time of upload;			
19	Is your DEMS solution capable of permanently deleting a DE file?			
20	Is your DEMS solution capable of creating a hypertext weblink for other LASD applications?			
21	Is your DEMS solution capable of storing a hypertext weblink for pointing to DE files stored on other LASD applications?			
22	Is your DEMS solution capable of sending SMTP email alerts to an assigned Investigating personnel if their DE file is copied and modified?			
23	Is your DEMS solution capable of auditing at the DE file level, including such information as system user, date and time stamp, user action, and workstation identifier?			
24	Is your DEMS solution capable of auditing system activities, at the DEMS user-level, over a specified date range?			
25	Is your DEMS solution capable of archiving DE files to a lower tier file storage level?			

#	FUNCTIONAL REQUIREMENT	Yes	No	Comments
26	Is your DEMS solution capable of allowing LASD's DEMS system administrator(s) to make security permission changes at the security group and system user levels?			
27	Is your DEMS solution capable of allowing multiple 'time markings' in video and audio DE files, indicating important evidence occurrences?			
28	Is your DEMS solution capable of accommodating multiple levels of training methods, including hands-on, classroom or web-based training?			
29	Is your DEMS solution capable of using web services/xml technology?			
30	Is your DEMS solution capable of using standard web browsers (Microsoft Internet Explorer, Google Chrome etc.)?			
31	Is your DEMS solution capable of validating the application's authentication using MS Active Directory?			
32	Is your DEMS solution capable of using MS Active Directory from two sources?			